Chief Information Officer

Advisory

July 19, 2006

To: Interested Parties

Subject: Enterprise Systems Services Centers (ESSC) Concept Proposal

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The document entitled "Enterprise Systems Services Centers (ESSC)" describes our proposal to upgrade key information technology infrastructure used by State government. This document is available for review here: http://itsd.mt.gov/policy/advisories/cioadvisories.asp

Core business activities of the State are more reliant on IT services than ever before and they present ever-increasing demands for security, reliability and growth. The Department of Administration, Information Technology Services Division has been working with interested parties in the Legislature and the Administration to address concerns with the current ITSD Data Center, Network Operations Center, and Voice Operations Center. The concerns can be categorized into the following areas:

<u>Security</u>: measures to safeguard State hardware, software and data from malicious acts or natural disasters.

<u>Reliability</u>: redundant resources to assure that critical services are not disrupted in the event of a security issue or equipment malfunction.

<u>Growth</u>: capacity to allow all agencies access to high quality systems hosting services.

At the request of the Governor's Office, ITSD recently prepared the attached Enterprise Systems Services Centers concept document that describes a proposal to address the three areas of concern. Meeting IT security, reliability, and growth needs is a high priority issue in the eyes of Governor Schweitzer, the Legislative Audit Committee, and the Department. The preliminary specifications and estimates in the concept document will be refined as the proposal moves forward.

ITSD will continue to make improvements in the areas of concern while data center, network, and communication facilities are still housed in the Mitchell Building.

If you have questions or comments about the ESSC proposal, please feel free to contact Mike Boyer at (406) 444-3279 or mikboyer@mt.gov.

Advisory Disposition: Retain for Record

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